



COPY

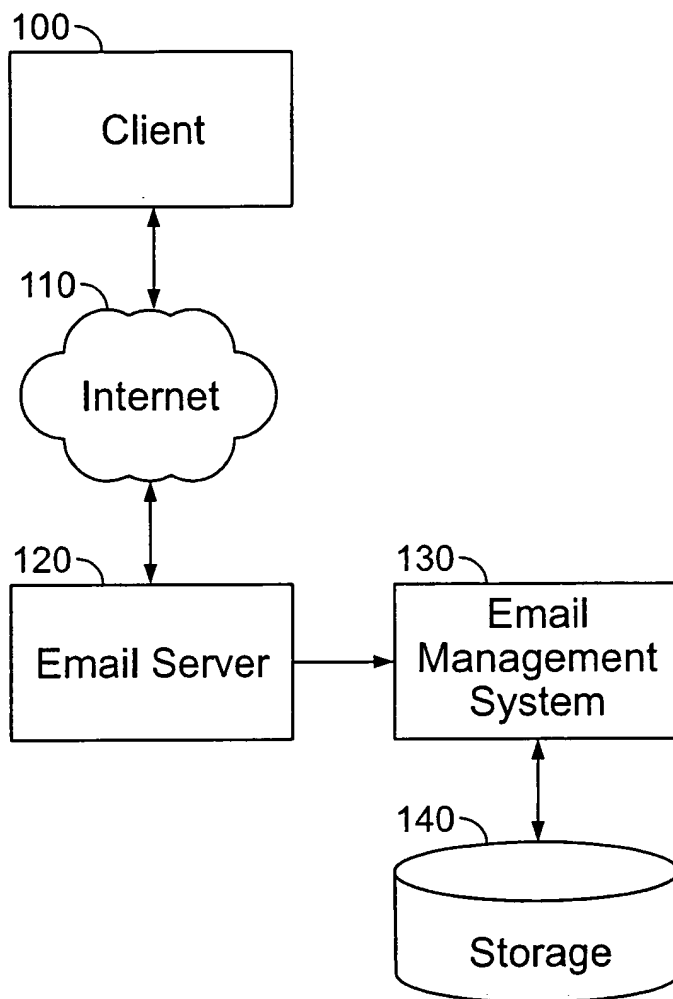


FIG. 1a

REPLACEMENT SHEET

COPY

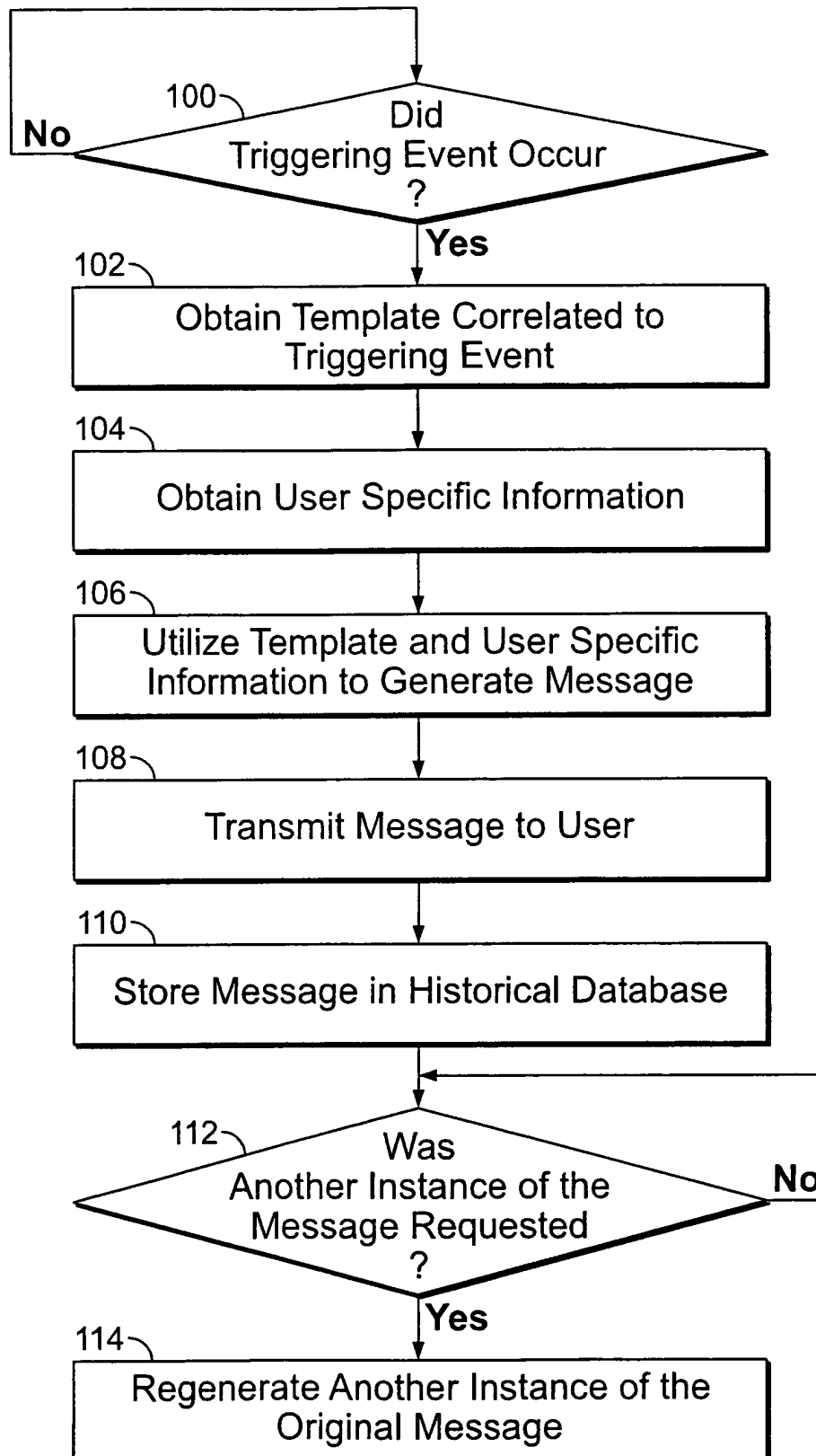


FIG. 1b

COPY

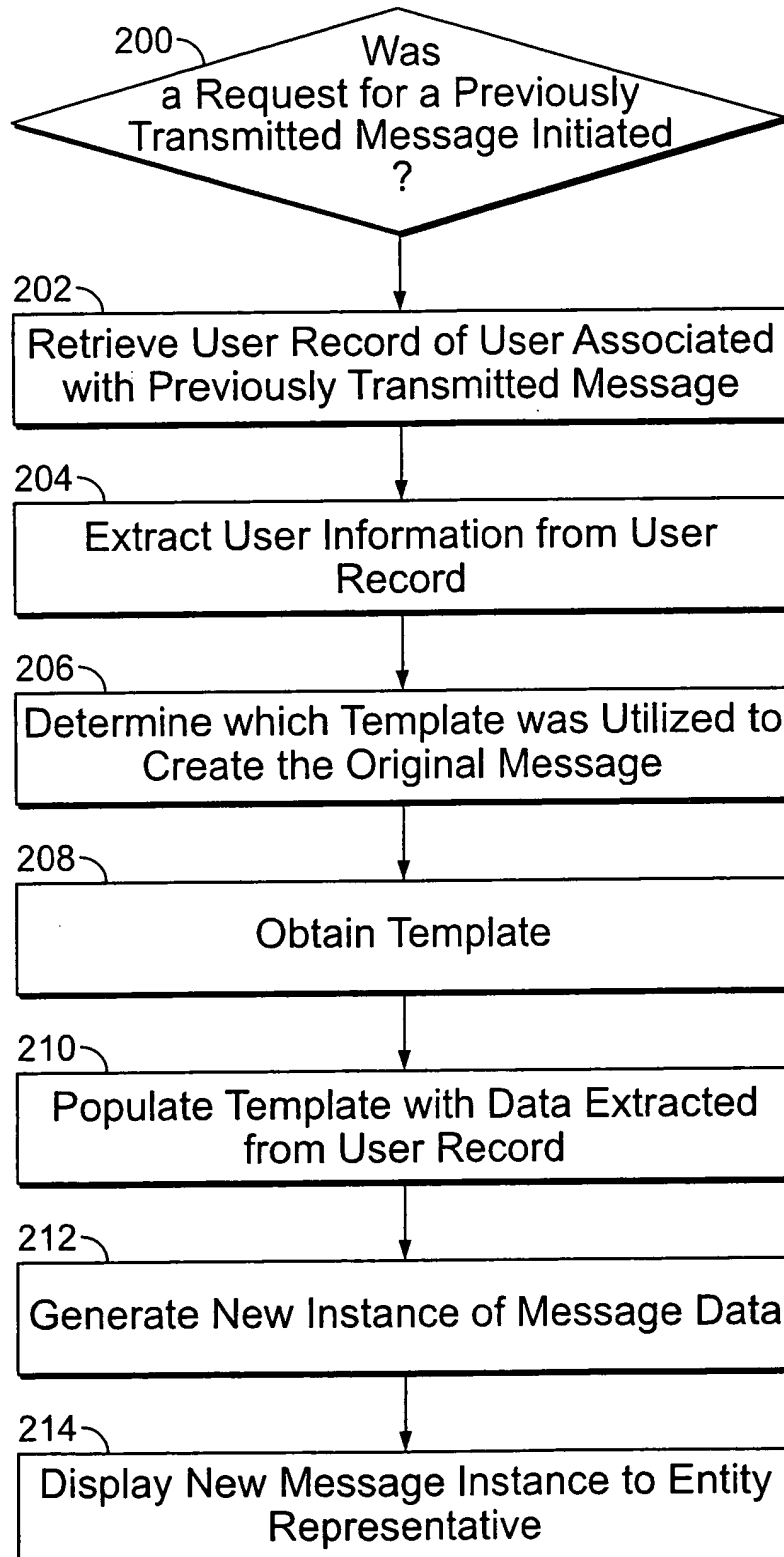


FIG. 2

COPY

300
304

**Customer Search - Netscape**

File Edit View Go Communicator Help

Bookmarks Location: <http://trebek:82/cs/default.asp>

**stamps**.com™

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

**Customer Support**

Enter as much information as possible in one or more fields.

**Customer Search:**

Last Name	<input type="text" value="smith"/>				
First Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone #	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
User Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account #	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer ID	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Document: Done

FIG. 3

REPLACEMENT SHEET

COPY

Customer Search Results - Netscape

File Edit View Go Communicator Help

What's Related

Location: <http://trebek:82/cs/results.asp>

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

Last Name	First Name	User ID	User Name	Email	Phone #	Account #
Smith	Jon	5900031	tes01	silkstamps@yahoo.com	(949)555-1212	17000019
Smith	Jon	5900368	sdct1	sdco1_us@yahoo.com	(949)555-1212	17000356
Smith	Jon	5900389	sdctesting1	sdco1_us@yahoo.com	(949)555-1212	17000357
Smith	Jon	5900443	sdct11	sdco1_us@yahoo.com	(949)555-1212	17000431
Smith	Jon	5900444	sdct12	sdco1_us@yahoo.com	(949)555-1212	17000432
Smith	Jon	5900445	sdct13	sdco1_us@yahoo.com	(949)555-1212	17000433
Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)555-1212	17000435
Smith	Jon	5904587	will	silkstamps@yahoo.com	(949)555-1212	17004551
Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
Smith	Jon	5904799	sdct	silkstamps@yahoo.com	(949)555-1212	17004756
Smith	mike	5904834	miky	inirshberg@stamps.com	(310)555-1212	17004791
Smith	Jon	5904844	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
Smith	Scott	5904972	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1-20

Document: Done

FIG. 4

REPLACEMENT SHEET

COPY

CS: profile - Netscape

File Edit View Go Communicator Help

What's Related

Bookmarks

Location: http://trebek:82/cs/Profile.asp?cn=005a0850

stamps.com

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account

Account Credit | Postage Transaction History | Account Status History | Reset Password

Customer Support

502 {

Account Status

Last Name	Smith	First Name	Jon	Middle Name	ID
User Name	sdct1	Customer ID	5900368	Account #	17000356

504 {

Account Status

Account Status	Active	Date	3/29/2000 GMT
Status Reason	OK	Total Postage Purchased	\$220.00
Available Balance	\$219.01	Total Stamps Printed	3
Last Print Date	4/11/2000 00:42 GMT	Free Postage Expiration Date	N/A
Initial Free Postage	0	Next QA Postage Due	4/3/2000 GMT
Available Free Postage	0	Next Statement Date	11/1/2000 GMT
License Status	License Approved	Card Number Last 5	99959
QA Postage Status	Not Received	Expiration Date	02/2001
Service Plan	Simple Plan 0009		
Resubmission Required	Yes		
Card Holder Name	John D. Smith		
Card Type	Visa		

506 {

Contact Information

Company Name

Title

Billing Address

Billing City

Email

Phone #

Fax #

Comment:

Software Engineer

100 TECHNOLOGY DR

IRVINE

sdct01\_us@yahoo.com

(949)555-1212

(949)555-1313

State

ZIP

Last 4 SSN

CA

92618

6789

Submit

☐ Send Marketing Material  
☐ This is a demo account

FIG. 5

REPLACEMENT SHEET

COPY

CS: Email History - Netscape

File Edit View Go Communicator Help

What's Related

Location: <http://trebek:82/cs/EmailHistory.asp?cn=005a0850>

Customer Support

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CS Home | Search | Customer Profile | Postal License | Email History | Close Account  
Account Credit | Postage Transaction History | Account Status History | Reset Password

Last Name Smith  
User Name sdc11

First Name Jon  
Customer ID 5900368

Middle Name D  
Account # 17000356

Email History

STATUS	FROM	TO	SUBJECT	DATE
Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com	3/29/2000 18:14 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:12 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:47 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - 05-03-2000	5/4/2000 01:16 GMT

Document: Done

FIG. 6

REPLACEMENT SHEET

COPY

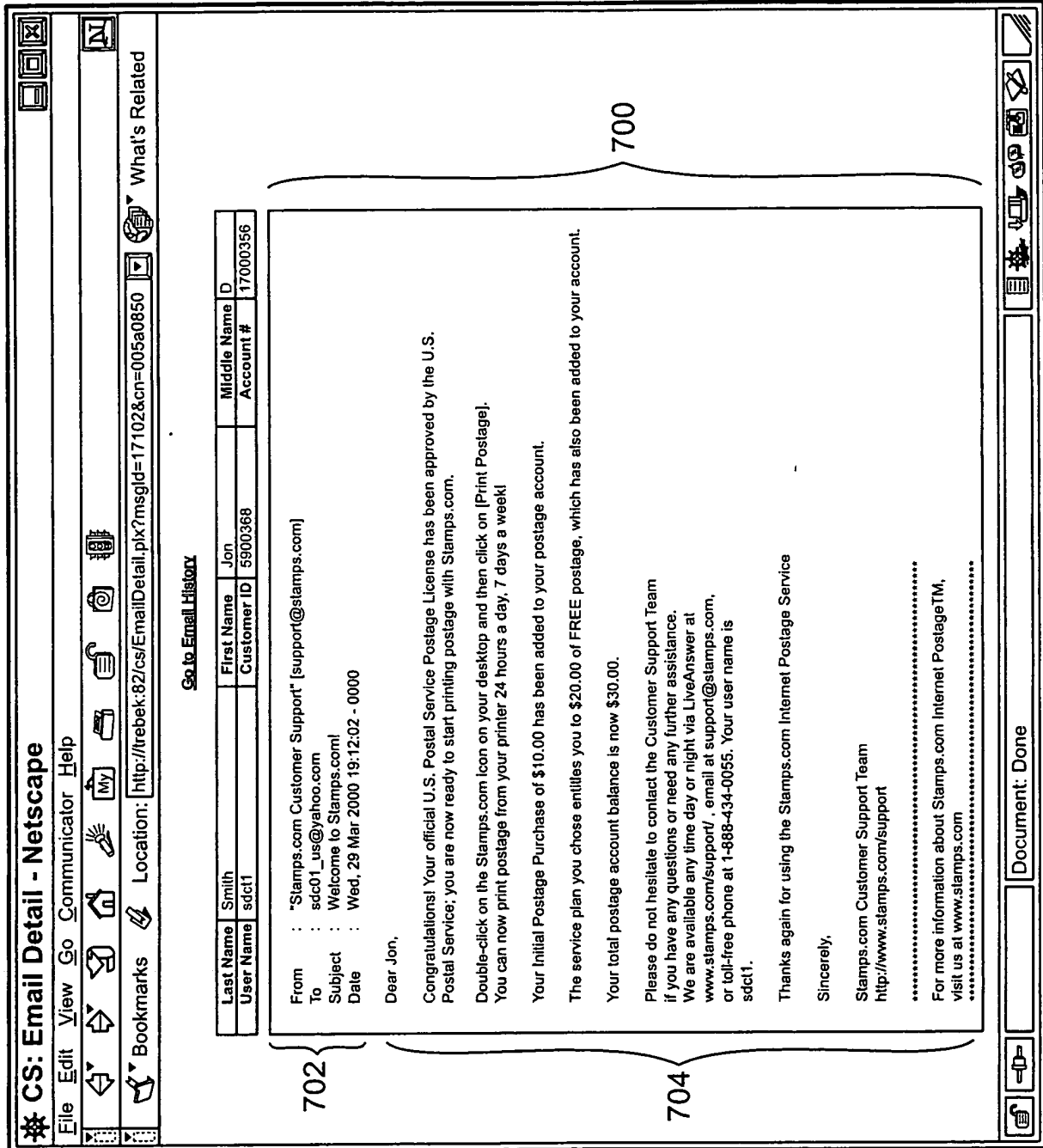


FIG. 7



COPY

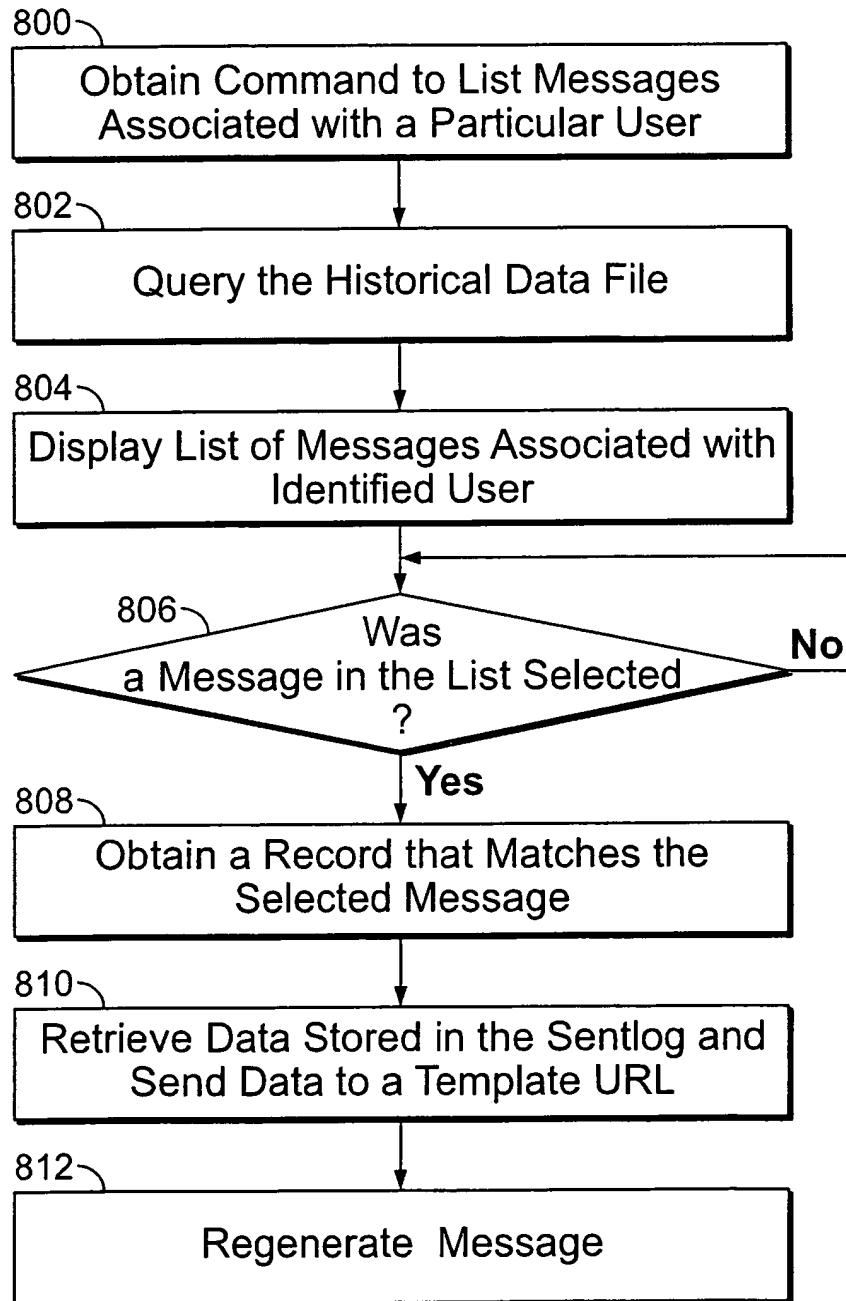


FIG. 8

COPY

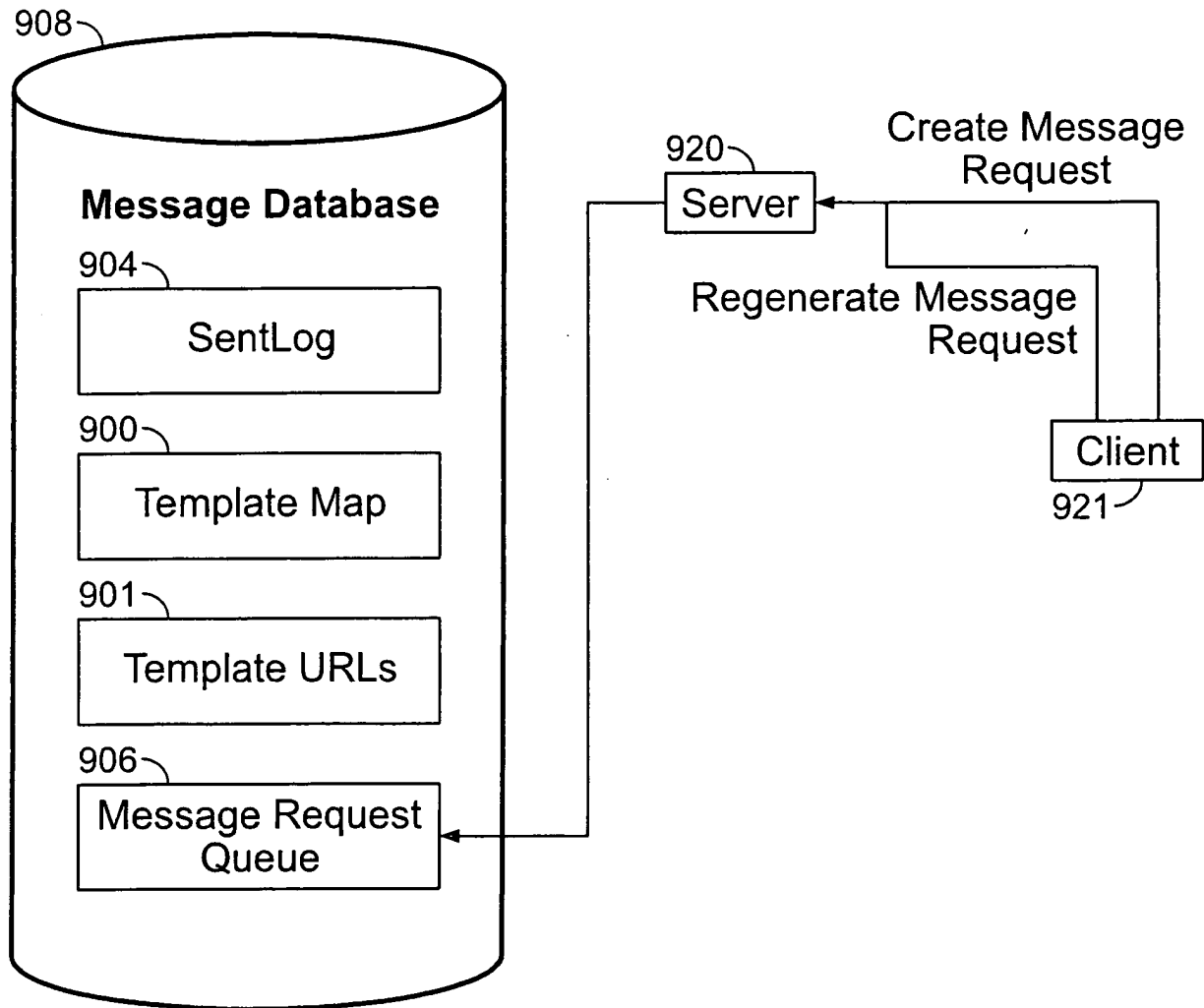


FIG. 9

COPY

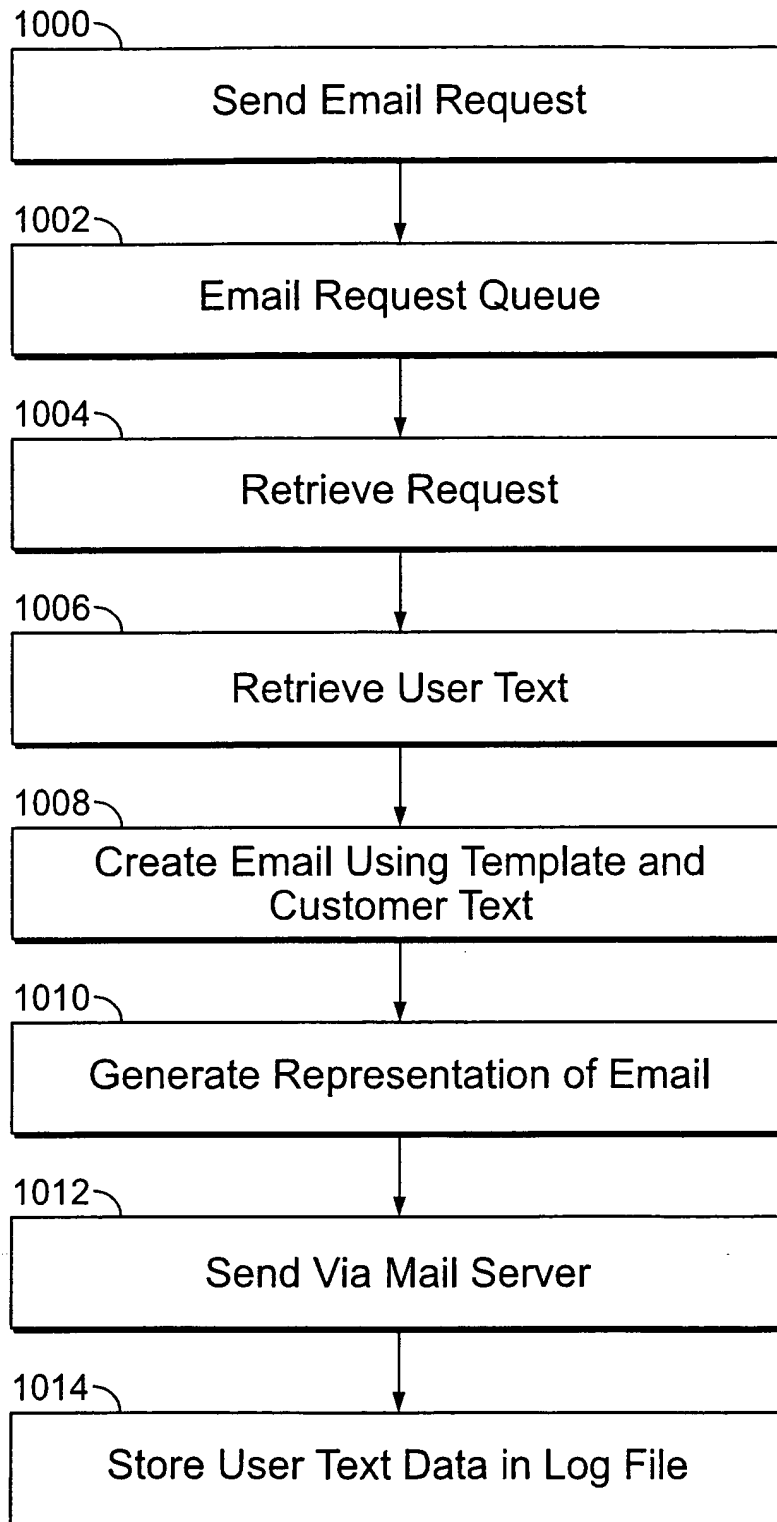


FIG. 10